

Return Policy

iapp.nl | iSpeed E-bike Modules

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At iapp.nl, we strive to provide high-quality products and excellent customer service. This return policy sets out your rights and the procedure for returning products purchased from iapp.nl. Nothing in this policy limits or replaces your statutory rights under Dutch law and applicable EU consumer legislation.

1. Right of Withdrawal (Herroepingsrecht)

If you are a consumer, you have the right to withdraw from your purchase without giving any reason within 14 calendar days. The withdrawal period begins on the day you (or a third party you have designated, other than the carrier) receive the goods.

For orders consisting of multiple goods delivered separately, the 14-day period starts from the day you receive the last item.

To exercise your right of withdrawal, please notify us before the withdrawal period expires by sending an email to info@iapp.nl with your order number and a clear statement of your intention to withdraw. You may use the model withdrawal form included in our Conditions of Use, but this is not required.

2. Return Eligibility

To qualify for a return under the right of withdrawal, the product must meet the following conditions:

- The product must be unused and in its original condition.
- All original packaging, labels, and accessories must be included.
- The product must not have been damaged or altered after delivery.

You may handle and inspect the product to the extent reasonably necessary to assess its nature, characteristics, and functioning — as you would in a physical shop. If the product's value has been diminished by handling beyond this, iapp reserves the right to deduct an amount reflecting that diminished value from your refund.

3. Defective or Non-Conforming Products

If a product arrives defective, damaged in transit, or does not conform to its description, you have additional rights under the statutory two-year guarantee (see our Conditions of Use). In these cases:

- Please contact us at info@iapp.nl within a reasonable time of discovering the defect.
- We will arrange collection or reimburse your return shipping costs — you will not bear these costs.
- Your remedy options include repair, replacement, a proportionate price reduction, or a full refund, depending on the circumstances.

4. How to Initiate a Return

- a. Notify us: Email info@iapp.nl with your order number, the product name, and the reason for the return.
- b. Return authorisation: We will respond within 2 business days with a Return Authorisation Number (RAN) and return instructions.
- c. Pack and ship: Securely package the product in its original packaging where possible. We recommend using a trackable shipping method. Return the product within 14 days of notifying us.

5. Return Shipping Costs

The following rules apply to return shipping costs:

- Right of withdrawal returns: Return shipping costs are at your expense, unless we have not clearly informed you of this prior to purchase (in which case we bear the cost).
- Defective or non-conforming goods: iapp bears all return shipping costs. We will either arrange collection or reimburse your shipping costs upon receiving the return.
- Incorrect delivery (wrong product sent): iapp bears all return shipping costs.

6. Refund Process

Once we receive your returned product and confirm it meets the applicable conditions, we will process your refund. We aim to do so within 5 business days of receiving the goods, and no later than 14 calendar days after receiving your withdrawal notice — provided we have received the returned goods or proof of return by that date.

Refunds are issued using the same payment method used for the original purchase, unless you explicitly agree to a different method.

Refund amounts:

- The full product price will be refunded.
- Standard delivery costs will be refunded, except where you chose a more expensive delivery option than the standard option we offered — in that case, only the cost of standard delivery is refunded.
- Any deduction for diminished value (see Section 2) will be clearly communicated before being applied.

7. Non-Returnable Items

The right of withdrawal does not apply to:

- Customised or personalised products made to your specification.
- Sealed goods that have been unsealed after delivery and cannot be returned for hygiene or health protection reasons.

- Digital content (downloads) where delivery has begun with your prior explicit consent and acknowledgement that you thereby lose your right of withdrawal.

If you are unsure whether your product falls into one of these categories, please contact us before making a purchase.

8. Exchanges

We do not currently offer direct exchanges. If you wish to receive a different product, please return the original item following the process above and place a new order for the replacement.

9. Contact

For questions or assistance with a return, please contact us at:

Email: info@iapp.nl

Website: www.iapp.nl

We aim to respond to all return-related enquiries within 2 business days.

Roger Roumen — Managing Director, iapp.nl